

## REVENUE DEPARTMENT



## JOB ANNOUNCEMENT

		POSTING DATE <b>10/05/06</b>	
		ANNOUNCEMENT NUMBER <b>157-06</b>	CLOSING DATE <b>10/13/06</b>
JOB TITLE/JOB CODE NUMBER <b>Information &amp; Referral Specialist 1 60108 Classified/Unclassified</b>		PAYGRADE <b>010</b>	SALARY RANGE (MONTHLY) <b>\$1,786.24 - \$3,127.98</b>
		POSITION #'s <b>00125812 00125837</b>	
DIVISION <b>Motor Vehicle Division</b>		UNIT NAME/LOCATION <b>Research/Title Corrections/Tradeport</b>	
THIS ANNOUNCEMENT IS OPEN TO:			
<p>A. <input type="checkbox"/> CURRENT QUALIFIED REGULAR REVENUE DEPARTMENT EMPLOYEES ONLY.</p> <p>B. <input type="checkbox"/> CURRENT AND FORMER QUALIFIED REGULAR REVENUE DEPARTMENT EMPLOYEES.</p> <p>C. <input type="checkbox"/> CURRENT AND FORMER QUALIFIED REGULAR REVENUE DEPARTMENT EMPLOYEES AND CURRENT TEMPORARY OR HOURLY EMPLOYEES WITH AT LEAST SIX MONTHS OF EMPLOYMENT IN THE DEPARTMENT OF REVENUE IN THE PAST TWO YEARS WHO MEET THE MINIMUM QUALIFICATIONS FOR THE POSITION AND WHO HAVE SUCCESSFULLY PASSED THE APPLICABLE MERIT SYSTEM TEST, IF REQUIRED.</p> <p>D. <input type="checkbox"/> CURRENT AND FORMER QUALIFIED REGULAR STATE EMPLOYEES.</p> <p>E. <input type="checkbox"/> EXISTING LIST OF MERIT SYSTEM JOB SITE AVAILABLE APPLICANTS.</p> <p>F. <input type="checkbox"/> PUBLIC ANNOUNCEMENT - Georgia Merit System Job Site <a href="http://thejobsite.org/">http://thejobsite.org/</a></p> <p>G. <input checked="" type="checkbox"/> ALL QUALIFIED APPLICANTS.</p>			
SUBMIT <u>TWO</u> COMPLETED MERIT SYSTEM APPLICATIONS OR RESUMES POSTMARKED OR HAND DELIVERED NO LATER THAN THE CLOSING DATE.			
Applications should be submitted to: Georgia Department of Revenue Human Resources, Suite 2225 1800 Century Blvd., NE Atlanta, Georgia 30345-3205			
If you need an accommodation, due to a disability, for any part of the employment process, please contact the Human Resources Office at (404) 417-2140 or (404) 417-2160 (TDD)			
<b>GENERAL NATURE OF DUTIES/RESPONSIBILITIES ASSIGNED TO THIS POSITION</b>			
Under general supervision, receives and resolves complaints and/or inquiries from the general public an agency clients; refers complaint to the appropriate department or agency. Researches policies and responds to customer complaints. Prepares correspondence when documents are not in order. Collects fees and balances cash drawers. Maintains security of blank certificates of titles at all times. Exhibits a high level of ethical behavior and professionalism at all times.			
<b>MINIMUM TRAINING AND EXPERIENCE</b>			
One year of full-time (or equivalent part-time) work experience providing information, complaint and/or problem resolution to the public. *or* Completion of a bachelor's degree at a four year college or university. Experience using a computer for information retrieval or tracking and/or for word processing is essential.			
<b>PREFERRED QUALIFICATIONS</b>			
One year of experience using an online computer terminal and/or entering data into a computer system. Two years of experience using a computer for informational retrieval, tracking, or word processing. Good customer service skills. Good work history for the past five years. Ability to maintain confidentiality. Ability to work independently. Ability to lift, move and carry up to 30 lbs. Ability to meet the terms and conditions of employment for the Motor Vehicle Division.			
<b>COMMENTS</b>			

Due to the large volume of applications received by this office, only those applicants selected for interview will be notified of the final applicant selection